	STANDARD OPERATING PROCEDURE	Nº:	VERSION: 0.0
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TITLE: Accessibility Focused Maintenance		AREA: MAINTENANCE	

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1. INTRODUCTION

Huron Maintenance has a responsibility to maintain a safe and accessible campus. Aspects of maintenance work will be addressed in house while other equipment will require 3rd party contractor support. This procedure details the actions of the in house maintenance team and when and how to get 3rd party contractor support. Detailed procedures of the 3rd party contractors are not included below.


2. PURPOSE

To define the in house maintenance activities associated with accessibility equipment on campus

3. REFERENCE DOCUMENTS

AODA resources online

City of Toronto Accessibility Design Guidelines (as no good public City of London file)

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4. RESPONSIBILITIES

Monitoring and Troubleshooting of all campus equipment and areas – **Huron Maintenance**

Emergency Maintenance of Exterior paths and access points – **Huron Maintenance & 3rd Party Contractors as applicable.**

Elevator & Lift Preventative & Emergency Maintenance – **Elevator Service Companies (Otis, TKE, Delta, Skyline, Benner's Genuine Service)**

Automatic Door Operators Preventative & Emergency Maintenance - **Nabco**

Snow removal and management – **Van Horik's Landscaping**

5. OPERATING PROCEDURES

5.1. DAILY MAINTENANCE OF ACCESSIBLE EQUIPMENT & PATHS

Step	Action	Reference
Responsible: Huron Maintenance		
1	Monitor Maintenance Jira work order requests and prioritize any safe or accessibility related. Prompted by email of all new or changed work requests. Weekday daily meeting to review priority work orders.	Jira system

5.2. EMERGENCY MAINTENANCE OF ACCESSIBLE EQUIPMENT & PATHS

Step	Action	Reference
Responsible: Huron Maintenance		
1	Emergency maintenance response to address critical maintenance issues to accessible equipment. Prompted primarily by On Call phone calls from Security or Huron Community member identifying the emergency issue.	On Call Phone

	<p>An assessment of how to make the situation safe is the first priority and maintenance activities will be done to provide a temporary solution to bridge to the full resolution depending on the type of emergency.</p> <p>At least 1 member of Huron Maintenance is On Call 24/7 to support.</p>	
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5.3. MONTHLY CHECKS OF DOOR OPERATORS

Step	Action	Reference
Responsible: Huron Maintenance		
1	<p>Complete rounds of all buildings and validate the proper operation of all automatic door operators.</p> <p>Prompted by Huron Preventative Maintenance Planner database</p>	List of elevators on work order.
2	<p>If any deficiencies are found, call Nabco (automatic door operator service provider) immediately to set up a service call.</p> <p>Place signage on doors to notify of know equipment issues.</p> <p>Notify Security of known equipment issues.</p> <p>Escalate to Facilities Management as further communications to specific people or the broader community may be required.</p>	Nabco Technician
3	<p>Validate that Nabco has completed their required service checks as per their service agreement (minimum semi annual inspections and preventative maintenance)</p>	Service Contract

5.4. MONTHLY CHECKS OF ELEVATORS

Step	Action	Reference
Responsible: Huron Maintenance		
1	Complete rounds of all buildings and validate the general operation of all elevators. Prompted by Huron Preventative Maintenance Planner database	List of elevators on work order.
2	If any deficiencies are found, call applicable Elevator Service Companies (varies by building) immediately to set up a service call. Place signage on elevator to notify of know equipment issues. Notify Security of known equipment issues. Escalate to Facilities Management as further communications to specific people or the broader community may be required.	Elevator Service Companies
3	Validate that Elevator Service Companies Elevator Service Companies (Otis, TKE, Delta, Skyline, Benner's Genuine Service) have complete their required service checks (monthly, quarterly, annually as defined by TSSA)	TSSA Elevator Service Company Work Order Reports

5.5. ANNUAL REVIEW OF SNOW REMOVAL PLAN

Step	Action	Reference
Responsible: Huron Maintenance		
1	Meet with snow removal contractor to review all paths and locations requiring snow removal and ice/snow management. Priority for snow/ice management shall be established accessible routes as highlighted on the campus map and document used to detail the annual requirements. This file is	Huron Snow Removal Priority Areas – YEAR.xlsx file (updated and distributed annually)

	updated each year and emailed to the snow removal contractor for reference.	
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5.6. PERIODIC REVIEW OF SNOW REMOVAL PLAN EXECUTION

Step	Action	Reference
Responsible: Huron Maintenance & Huron Security		
1	During and immediately after major snow and ice weather events, walk exterior paths to validate Snow Removal Contractor is performing as per their contract.	Huron Snow Removal Priority Areas – YEAR.xlsx file (updated and distributed annually)
2	If any deficiencies are found, the issues should be escalated to the Snow Removal Contractor immediately to resolve. Cordon off hazard areas if applicable. Notify Security of known issues. Escalate to Facilities Management as further communications to specific people or the broader community may be required.	Van Horiks Landscaping

5.7. EMERGENCY ISSUES RELATING TO EXTERIOR OR INTERIOR ACCESS / PATHS

Step	Action	Reference
Responsible: Huron Maintenance		
1	If an emergency or situation occurs on the exterior or interior accessible paths on Huron’s Campus, Security should be the immediate point contact for First Response.	Security Cell Phone 519-521-9407

	<p>Security will determine the best escalation method which is likely to include a call to the On Call Huron Maintenance person for support, to Manager, Maintenance & Projects and/or VP, Infrastructure & Facilities.</p> <p>Huron Maintenance will triage the situation and support Security with communications on how to re-direct to avoid the hazard or emergency. This could include involving the Landscaping/Snow Removal Service Provider (Van Horik's) or other construction contractors as needed</p>	<p>Maintenance 3rd Party Contract</p>
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6. REVISION HISTORY

Revision No.	Responsible	Approved By	Alteration Description
0.0	S.Durnin (VP, Infrastructure & Facilities)	S.Durnin (VP, Infrastructure & Facilities)	Reviewed